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TO: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORTS – JEAN LORES  
GROUP HOMES, INC., GARDENA, 73<sup>RD</sup> STREET, AND VERNON  
AVENUE FACILITIES**

We have completed a review of the three group home agencies operated by Jean Lores Group Homes, Inc., Gardena, 73<sup>rd</sup> Street, and Vernon Avenue. Each home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Gardena is a six-bed facility located in the Fifth Supervisorial District that provides care for boys ages 7-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Gardena was providing services for six Los Angeles County DCFS children.

73<sup>rd</sup> Street is a six-bed facility located in the Second Supervisorial District that provides care for boys ages 7-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, 73<sup>rd</sup> Street was providing services for six DCFS children.

Vernon Avenue is a six-bed facility located in the Second Supervisorial District that provides care for girls ages 7–17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Vernon Avenue was providing services for six DCFS children.

*"To Enrich Lives Through Effective and Caring Service"*

**Scope of Review**

The purpose of the review was to verify that the three homes were providing services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues and included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with two children placed in each of the respective homes at the time of the reviews. The interviews with the residents were designed to obtain their perspectives on the program services provided by the agency and to ensure adherence to the Foster Youth Bill of Rights.

**Summary of Findings**

Generally, all three homes were providing the services outlined in their Program Statements. However, we did note a few areas where improvements are needed.

**Gardena**

Gardena needs to make some repairs to its facility; eliminate ants in the resident bathroom; and improve its Quarterly Reports.

**73<sup>rd</sup> Street**

73<sup>rd</sup> Street needs to make some repairs to its facility; improve its Needs and Services Plans and Quarterly Reports; and offer each resident a life book.

**Vernon Avenue**

Vernon Avenue needs to improve its Quarterly Reports.

**Review of Report**

We discussed our reports with the agency's management. The agency's management is required to provide DCFS with a written corrective action plan within fifteen business days from the receipt of this report. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer  
Delores Miguel, Executive Director, Jean Lores Group Homes, Inc.

**JEAN LORES GROUP HOMES, INC.**  
**Gardena Facility**  
**13501 Purche Avenue**  
**Gardena, CA 90249**  
**(310) 515-1771**  
**License No.: 198203189**  
**Rate Classification Level: 8**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Gardena is one of three facilities operated by Jean Lores Group Homes, Inc. The attractive facility blends in with other homes in the neighborhood. There was no safety hazards noted.

The interior of the home was generally maintained in a clean and orderly manner. The bedrooms were nicely furnished and personalized by the residents. However, there were areas needing improvement.

In the indoor recreation room the mini-blinds did not hang properly, needed cleaning, and had slats missing. There were several flies in the recreation room seemingly attracted to food left in the pet's feeding bowl. In the tub area of the resident bathroom, there were small ants and the grout was discolored.

Gardena had age appropriate play equipment including a pool table, large screen TV, VCR and video games. There were computers, magazines, books, and other resource material. The back yard had a small flower garden and a newly paved black top. An area in the garage was set up for weight lifting and playing video games.

There was a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit, properly stored.

**Recommendations**

**1. Gardena management:**

- a. Clean and repair the mini-blinds in the indoor recreation room.**
- b. Move the pet's feeding bowl outside to reduce and prevent flies.**

- c. **Eliminate the ants in the resident bathroom.**
- d. **Clean the grout in the tub area of the resident bathroom.**

## **II. PROGRAM SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents met Gardena's population criteria as outlined in the program statement and received an initial assessment after being admitted into the program.

The Needs and Services Plans (NSPs) were specific, measurable, attainable, realistic, and time limited. Both residents and their authorized representatives participated in developing and updating the NSPs.

The Quarterly Reports were timely and appropriately discussed the areas delineated in the NSPs. However, the Quarterly Reports did not discuss the goals noted in each resident's NSP.

Both residents received individual and group therapy.

#### **Recommendations**

- 2. Gardena management develop Quarterly Reports that focus on the goals in each resident's Needs and Services Plan.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

One resident attended the local public high school and the other resident was on a home school program. Neither resident required an Individualized Education Plan and both files contained recent report cards.

The residents reported that the staff was supportive of their academic efforts and that they could get help with homework. There was a tutor employed by the agency and in addition, the Los Angeles Unified School District had agreed to provide a tutor weekly.

The agency offered opportunities for the residents to participate in emancipation and vocational programs provided by the Department of Children and Family Services in conjunction with the Community College Foundation. In addition, the residents participated in vocational-type emancipation classes at school.

Development of daily living skills, independent living skills and emancipation training were part of Gardena's program. The residents were provided with training that included household chores, personal hygiene, accessing public transportation, grocery shopping, meal planning, budgeting, opening a savings account, planning for independence, following up on careers, residential opportunities, and employment preparation.

The residents were able to spend their allowances as they wanted and reported that they worked on an as needed basis and were permitted to manage their own money.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

There was an activities schedule posted that the residents indicated was for the most part followed. The residents were provided with both on-ground and off-ground recreational opportunities. Local community organizations were utilized for recreation and program resources. The residents were able to provide input in the planning of the activities and expressed satisfaction with the activities.

The residents reported that they had ample free time and were encouraged to participate in self-selected activities. One resident interested in pet care, had pets. The other resident indicated that he enjoyed going to the mall and the movies alone which he was allowed to do.

Transportation was provided to and from activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. PSYCHOTROPIC MEDICATION**

### **Method of assessment – Review of relevant documents**

There were six residents placed in the agency at the time of the review. A review of case records were not conducted as none of the residents was prescribed psychotropic medications.

### **Comments:**

According to management, there were no residents receiving psychotropic medication.

### **Recommendations**

There are no recommendations for this section.

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

### **Sample size for resident interviews: Two**

### **Comments:**

The residents reported an overall satisfaction with the facility and indicated that they had a good life. They could have friends over to visit, take “family” trips to San Diego, had good food, and someone that cared about them. Both residents stated that they felt like they were a family and that the executive director was a matriarchal figure. The residents stated that she was concerned about them, took good care of them, and worked hard to assist them in getting their needs met. The residents stated that they were comfortable and encouraged to treat the house as their own. They were assigned chores that were constructive and rotated among the residents, permitted to make and receive private telephone calls, and contact their authorized representatives as they felt necessary.

The residents were informed of the agency’s policies and procedures upon arrival and indicated that there was an appropriate rewards and discipline system in place that they felt was utilized in a fair manner. The residents stated that their ethnic and cultural lifestyles were respected and that they had religious freedom. The residents reported that they received routine and as-needed medical care.

The residents were provided with appropriate supervision, a reasonable amount of freedom, and felt safe. The residents stated that the staff was respectful but some were lazy. For example, they would call a resident’s name from another room rather than get up to get them.

The issue was discussed with the agency's executive director who indicated that she was in the process of developing a plan to address the issue of complacent and lazy staff.

The residents indicated that the meals were good and that they were free to get snacks and water.

Both residents were aware of their right to refuse medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Gardena provides appropriate clothing, items of necessity, and allowances to the residents. Gardena supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency's behavioral system.

Gardena provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

### **Recommendations**

**There are no recommendations for this section.**

**JEAN LORES GROUP HOMES, INC.**  
**73rd Street Facility**  
**2306 West 73rd Street**  
**Los Angeles, CA 90043**  
**(323) 971-6019**  
**License No.: 191801749**  
**Rate Classification Level: 8**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

73<sup>rd</sup> Street is one of three facilities operated by Jean Lores Group Homes, Inc. The facility blends in with other homes in the area. The lawn was nicely maintained however, the flower beds located on the east side of the home had weeds and no flowers or plants. There was no safety hazards noted.

The interior of the home was well maintained. The bedrooms were nicely furnished and personalized by the residents. However there were areas needing improvement.

In the dining room, the cover of the wall heater and the large sliding glass door needed cleaning. In addition, the window sills throughout the house needed cleaning.

There was sufficient indoor and outdoor recreational equipment. The living room was furnished with a VCR and large television used for watching regular television and playing video games. The back yard was well maintained and offered a sizable space for the residents to play. There was a trampoline, basketballs, footballs, bikes, and skates.

There was a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit, properly stored.

The residents reported an overall satisfaction with the facility and their bedrooms.

**Recommendations**

1. **73<sup>rd</sup> Street management:**
  - a. **Improve the condition of the flower beds located on the east side of the house.**
  - b. **Clean the cover of the wall heater in the dining area.**

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- c. Clean the sliding glass door in the dining room.
- d. Clean window sills throughout the house as needed.

## **II. PROGRAM SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents met 73rd Street's population criteria as outlined in their program statement and received an initial assessment after being admitted into the program.

Overall, the Needs and Services Plans (NSPs) were not specific or measurable. The NSP for one resident made a commentary on his behaviors, rather than citing his needs in the various areas. The objectives noted were not written in a manner that described specific behaviors the child needed to work on to reach the goals.

The NSP for the other resident appropriately cited the child's needs, however, the objectives did not describe specific or measurable behaviors that the child would need to exhibit in order to reach the goals. Both residents and their authorized representatives participated in developing and updating the NSPs.

The Quarterly Reports addressed appropriate areas, but were not comprehensive possibly due to the fact that they were written within each resident's first thirty days of placement. Quarterly Reports are written every three months and should reference each resident's progress towards the goals noted in their NSP.

The residents were receiving individual therapy.

#### **2. 73<sup>rd</sup> Street management:**

- a. **Develop Needs and Services Plans that are specific, measurable, attainable, realistic, and time limited.**
- b. **Develop comprehensive Quarterly Reports quarterly.**

### **III. EDUCATIONAL AND EMANCIPATION SERVICES**

#### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents attended school. One resident required and had an Individualized Education Plan (IEP) and both files contained report cards and progress reports.

The residents indicated that they get help with their homework and that staff attended school meetings and was supportive of their academic needs. In addition, weekly tutorial assistance by the Los Angeles Unified School District will be provided.

The residents were provided with age-appropriate daily living skills training which included doing household chores, personal hygiene, and maintaining their bedrooms.

Both residents have the opportunity to participate in emancipation and vocational training programs. The residents were able to spend their allowances as they wanted.

#### **Recommendations**

**There are no recommendations for this section.**

### **IV. RECREATION AND ACTIVITIES**

#### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

There was an activities schedule posted that the residents indicated was followed. The residents were provided with both on-ground and off-ground recreational opportunities. Local community organizations were utilized for recreation and program resources. The residents were able to provide input to the activity schedule and expressed satisfaction with the activities. Agency activities included going to local parks, amusement parks, arcades, go-cart racing, bowling, and the movies.

The residents had ample free time and the opportunity to engage in indoor and outdoor recreational activities. The residents indicated that staff offered additional play opportunities by directing, refereeing, and sometimes participating in games and other activities.

Transportation was provided to and from activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. PSYCHOTROPIC MEDICATION**

### **Method of assessment – Review of relevant documents**

**There were six residents placed in the agency at the time of the review. A review of case files was conducted for the three residents prescribed psychotropic medications.**

### **Comments:**

Court authorizations for the three residents receiving psychotropic medication were current. Documentation confirmed that the prescribing psychiatrist saw the residents on a monthly basis.

Medication logs were clear, accurate, and organized.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

### **Sample size for resident interviews: Two**

### **Comments:**

The residents stated that they were comfortable and liked “their home” and the staff. They indicated that they felt cared for and respected by staff. The residents received private telephone calls and stated that they could call their relatives or authorized representatives if they if they needed to.

The residents were informed of the facility’s policies and procedures upon arrival and indicated that there was an appropriate rewards and discipline system in place that they felt was utilized in a fair manner.

The residents stated that their ethnic and cultural lifestyles were respected and that they had religious freedom. The residents reported that they received routine and as-needed medical care.

The residents were provided with appropriate supervision, enjoyed the food, and were free to get water and snacks.

Both residents were receiving psychotropic medication and stated that they did not refuse their medication. Both reported that they were not familiar with any adverse consequences associated with refusing medication and that they had been informed why they were prescribed psychotropic medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

73<sup>rd</sup> Street provides appropriate clothing, items of necessity, and allowances to the residents. 73<sup>rd</sup> Street supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency's behavioral system.

73<sup>rd</sup> Street provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Neither resident had a life book.

### **Recommendations**

- 3. 73<sup>rd</sup> Street management offer each resident a life book.**

**JEAN LORES GROUP HOMES, INC.**  
**Vernon Avenue Facility**  
**1867 West Vernon Avenue**  
**Los Angeles, CA 90062**  
**(323) 294-3041**  
**License No.: 191801275**  
**Rate Classification Level: 8**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Vernon Avenue is one of three facilities operated by Jean Lores Group Homes, Inc. The exterior of the facility was attractive and well maintained. There was no safety hazards noted.

The interior of the home was neat and orderly. The bedrooms were nicely furnished and decorated. Each bedroom was furnished with a television and personalized by the residents.

There was age appropriate play equipment including a large screen TV, VCR and video games. There were computers, magazines, books, and other resource material.

There was a sufficient supply of properly stored frozen food, meat, canned goods, bakery items, and fresh fruit.

The residents expressed pride and satisfaction with their rooms and the house.

**Recommendations**

**There are no recommendations for this section.**

**II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Residents met Vernon Avenue's population criteria as outlined in the program statement and received an initial assessment after being admitted into the program.

The Needs and Services Plans (NSPs) were specific, measurable, attainable, realistic, and time limited. Both residents and their authorized representatives participated in developing and updating the NSPs.

The Quarterly Reports did not discuss the goals in each resident's NSP.

Both residents received individual and group therapy.

**Recommendations**

- 1. Vernon Avenue management develop Quarterly Reports that focus on the goals in each resident's Needs and Services Plan.**

**III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents attended public high school. Neither resident required an Individualized Education Plan and both files contained their most recent report cards. The residents reported that the staff was supportive of their academic efforts and that they could get help with homework from staff or the tutor.

The agency offered opportunities for the residents to participate in emancipation programs provided by the Department of Children and Family Services in conjunction with the Community College Foundation. In addition, the residents participated in vocational-type emancipation classes at school.

Development of daily living skills, independent living skills and emancipation training were part of Vernon Avenue's program. The residents were provided with training that included household chores, personal hygiene, accessing public transportation, grocery shopping, meal planning, budgeting, opening a savings account, planning for independence, following up on careers, residential opportunities, and employment preparation.

The residents were able to spend their allowances as they wanted and permitted to manage their own money.

## **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

There was an activities schedule posted and the residents indicated that they did a lot of activities “as a family” such as go to dinner. The residents were provided with both on-ground and off-ground recreational opportunities. Local community organizations were utilized for recreation and program resources. The residents were able to provide input in the planning of the activities and expressed satisfaction with the activities.

The residents reported that they had ample free time and were encouraged to participate in self-selected activities. Based on their behavior and the approval of their authorized representatives, residents could earn the privilege of four or six hour community passes.

Transportation was provided to and from activities.

## **Recommendations**

**There are no recommendations for this section.**

## **V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents**

**There were six residents placed in the agency at the time of the review. A review of case files was conducted for the three residents prescribed psychotropic medications.**

### **Comments:**

Court authorizations for the three residents receiving psychotropic medication were current. Documentation confirmed that the psychiatrist saw the residents on a monthly basis for an evaluation of their medication.

The medication logs were clear, accurate, and organized.

## **Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents expressed a high level of satisfaction with the facility and staff. They stated that they were comfortable in their home and were encouraged to treat the house as their own. The residents stated that they felt like they were a family and that the executive director was a matriarchal figure. The residents stated that she was concerned about them, took good care of them, and worked hard to assist them in getting their needs met. They were assigned chores that were constructive and rotated among the residents, permitted to make and receive phone calls, and contact their authorized representatives as they felt necessary. The residents attributed their overall well-being to the quality of care they received.

The residents were informed of the agency's policies and procedures upon arrival and indicated that there was an appropriate rewards and discipline system in place that they felt was utilized in a fair manner. They reported that they rarely were disciplined because everyone generally did what they are supposed to do. Some of the older residents were provided with cell phones as a reward for good behavior.

The residents stated that their ethnic and cultural lifestyles were respected and that they had religious freedom. The residents reported that they received routine and as needed medical care. The residents were provided with appropriate supervision, a reasonable amount of freedom, and felt safe. The residents indicated that the meals were good and that they were free to get snacks and water.

Both residents were aware of their right to refuse medication. The resident prescribed psychotropic medication stated that she was aware of the reasons for the psychotropic medication which, at one point, she had consistently refused. The consequence was an "R" noted in the medication distribution log and the executive director being advised of the refusal. The resident's refusal was discussed with the prescribing psychiatrist and the dosage adjusted. The resident expressed feeling pleased that the executive director advocated for her and that the psychiatrist responded by adjusting her dosage.

## **Recommendations**

**There are no recommendations for this section.**



## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Vernon Avenue provides appropriate clothing, items of necessity, and allowances to the residents. Vernon Avenue supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency's behavioral system.

Vernon Avenue provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

#### **Recommendations**

**There are no recommendations for this section.**